MANIPUR GAZETTE

E X T R A O R D I N A R Y
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OFFICE OF THE
LAMLAI MUNICIPAL COUNCIL
IMPHAL-EAST, MANIPUR

N O T I F I C A T I O N

Lamlai, the 6th October, 2025

No. 5/7/2021-LMC: The Service Level Benchmark for Lamlai Municipal Council for maintaining the standards of deliveries in basic essential services such as Water Supply, Sewerage, Solid Waste Management and Storm Water Drainage for the years 2020-21, 2021-22, 2022-23, 2023-24, 2024-25 and 2025-26 is hereby published for information to general public as given in Annexure 1.

THONGAM SANAHAL SINGH,
Executive Officer,
Lamlai Municipal Council.

Annexure – I

Service Level Benchmarks for Lamlai Municipal Council								
Sl. No.	Indicators	Service Level Benchmarks						
		MoHUA Benchmark	Actual Indicator 2020-21	Actual Indicator 2021-22	Actual Indicator 2022-23	Actual Indicator 2023-24	Actual Indicator 2024-25	Target Indicator 2025-26
Water Supply Services								
1	Extent of Non-Revenue Water (NRW)	20%	30%	30%	30%	30%	30%	30%
2	Efficiency in redressal of customer complaints	80%	40%	40%	50%	50%	50%	60%
3	Cost recovery in water supply service	100%	100%	100%	100%	100%	100%	100%
4	Extent of metering of water connections	100%	Nil	Nil	Nil	Nil	Nil	2%
5	Continuity of water supply	24 hours	2 hours	2 hours	2 hours	2 hours	2 hours	3 hours
6	Efficiency in collection of water supply related charges	90%	70%	70%	70%	70%	70%	80%
7	Per capita supply of water (lpcd)	135 lpcd	70 lpcd	70 lpcd	70 lpcd	70 lpcd	70 lpcd	80 lpcd
8	Quality of water supplied	100%	100%	100%	100%	100%	100%	100%
9	Coverage of water supply connections	100%	9.70%	9.70%	9.70%	9.70%	9.70%	10%
Sanitation								
1	Efficiency in collection of waste water charges	90%	0%	0%	0%	0%	0%	2%
2	Coverage of waste water network services	100%	0%	0%	0%	0%	0%	1%
3	Extent of cost recovery in waste water management	100%	0%	0%	0%	0%	0%	1%
4	Coverage of toilets	100%	0%	0%	0%	0%	3%	1%

5	Collection efficiency of waste water network	100%	0%	0%	0%	0%	0%	1%
6	Adequacy of waste water treatment capacity	100%	0%	0%	0%	0%	0%	1%
7	Quality of waste water treatment	100%	0%	0%	0%	0%	0%	1%
8	Extent of reuse and recycling of waste water	20%	0%	0%	0%	0%	0%	1%
9	Efficiency in redressal of customer complaints	80%	0%	0%	0%	0%	0%	1%
Solid Waste Management								
1	Extent of municipal solid waste recovered	80%	10%	10%	20%	30%	30%	40%
2	Household level coverage of solid waste management services	100%	30%	50%	60%	80%	100%	100%
3	Extent of cost recovery in SWM services	100%	10%	10%	30%	40%	40%	60%
4	Efficiency of collection of municipal solid waste	100%	10%	10%	30%	50%	70%	80%
5	Extent of segregation of municipal solid waste	100%	10%	20%	30%	60%	70%	80%
6	Extent of scientific disposal of municipal solid waste	100%	2%	7%	10%	10%	12%	15%
7	Efficiency in collection of SWM related user charges	90%	3%	5%	10%	20%	30%	40%
8	Efficiency in redressal of customer complaints	80%	10%	20%	30%	40%	50%	60%

Storm Water Drainage								
1	Coverage of Storm water drainage network	100%	10%	15%	20%	30%	40%	50%
2	Incidence of water logging	0%	0%	0%	0%	0%	0%	0%

THONGAM SANAHAL SINGH,
Executive Officer,
Lamlai Municipal Council.

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